



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 671.8

Job Title: **ANIMAL CONTROL MANAGER**

Pay Grade: 25

### **GENERAL SUMMARY:**

Performs administrative functions in the management and coordination of the operations and procedures for Animal Regulation and Care Field Operation or Bite Investigation Branch.

### **RESPONSIBILITIES:**

- Manages operations, establishes goals and evaluates branch performance.
- Oversees payroll, personnel and purchasing procedures and policies for the branch. May develop and coordinate public relations programs.
- Leads, develops and evaluates subordinates. Interviews job applicants and counsels employees regarding branch procedures/policies and disciplinary actions.
- Develops and manages financial operations for the branch, including budget planning, revision, integration and oversight and expenditure control.
- Investigates and responds to special requests and complaints from the general public that extend beyond the normal scope of subordinates.
- Prepares reports on branch operations and coordinates special projects, including planning, research, presentations and promotions.
- Confers with legal department on legal actions and appears in court when needed.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Public Administration, Business Administration or a related field.

#### **EXPERIENCE:**

Four years of animal control experience, with two of the years as a supervisor, are required.

Four years as a Senior Animal Control Officer or an Animal Control Supervisor may be substituted for the education requirement.

#### **COMPLEXITY:**

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

## **SPECIFICATIONS: (continued)**

### **IMPACT OF ACTIONS:**

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position strongly request personnel actions, such as hiring, terminations, pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors and occasionally with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

### **PHYSICAL EFFORT:**

The position is physically comfortable, the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

Animal Control Officer Trainee  
Animal Control Officer  
Senior Animal Control Officer  
Animal Control Supervisor  
Animal Control Manager

*Effective Date: July 2000*

*Revised Date: April 2014*